

STATE OF COLORADO

# DEBT NET

GENERAL SUPPORT SERVICES

• Central Collections Services •

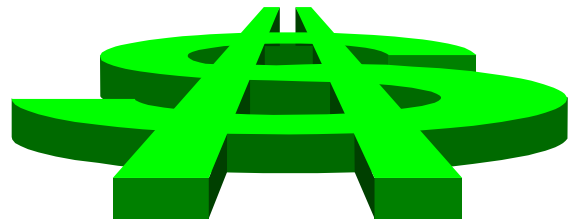
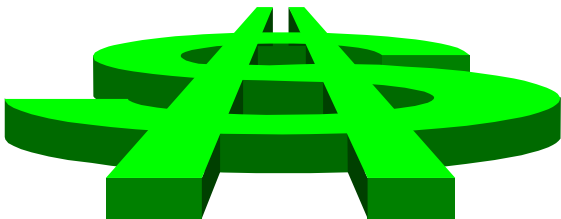
DIVISION OF CENTRAL SERVICES

February, 2001

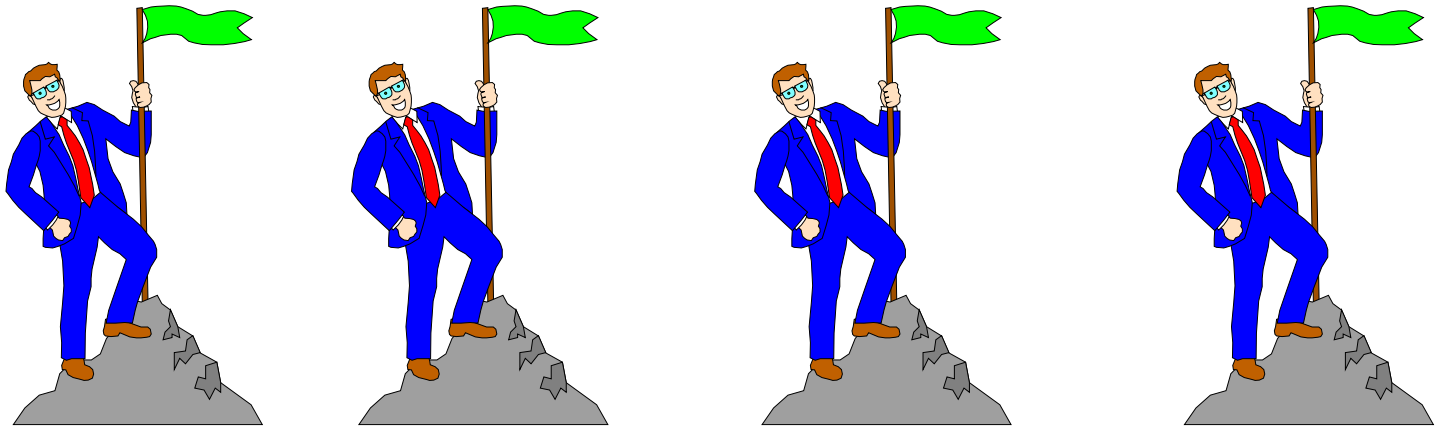
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**HATS OFF TO JESSIE RODRIGUEZ:** Our very own Jessie Rodriguez was named GSS Employee of the Quarter! Jessie has a knack for finding small gaps in our processes that, when bridged, add up to BIG dollars! She has built new and stronger relationships with our private collection agencies resulting in better reporting, account tracking, and bigger payoffs. She is available to assist you twenty-four hours a day (NOT!) But, seriously folks, you can call her direct at 303-866-6527 or 1-800-221-2297. Way to go, Jessie!!



**TAX OFF SET SEASON CONTINUES:** Thank you all so much for providing the necessary backup on your accounts. It has allowed us to go into these hearings with everything we need. So far, everyone has agreed to pay, but we are not out of the woods yet. We will be sending an updated tape to the Department of Revenue to use for tax offset in April. Send us those accounts so we can get those "Late Filers!" As great as tax offset is, there are still some problems. For example, if revenue offsets taxes in February, they don't report the money to us until the first of March. We have to post the money in our CUBS system before it can be reported to you. Judicial agencies will be getting reports faxed weekly to prevent defendants with warrants tied to their debts from being arrested if the account is paid in full.



**CONGRATULATIONS TO STEVE SWEARENGIN:** Steve was promoted to supervisor of the collections staff. He will play a key role in hiring and training new employees. He is currently enrolled in a Management and Leadership Training course and will receive his certification soon. Steve was recognized in January by Rick Malinowski, the division director of General Support Services, for excellence in Professional Development.



**WHO WANTS TO BE A MILLIONAIRE?** Well, we do! Thanks to February's tax offset, we are almost there. That's right, CCS collected over a million dollars in one month thanks to tax offset. It was our best February ever (and I mean, EVER!). Keep those active accounts with social security numbers coming because we are sending a new tape to the Department of Revenue in April. Remember, it's your money we are collecting.



**EXTRA, EXTRA, READ ALL ABOUT IT...** In your reports! Yes, there is information in those reports we send you every month and some of it is very important. We report all of the accounts we hold for your agency and how much they owe. If our figures don't match, pick up the phone and call me or send me an e-mail. Maybe we've missed a payment you've reported, or it seems like our commission rate went up. Let us know immediately if someone makes a payment and we are preparing to offset their taxes. We may be able to speed up their refund. Thanks in advance for your diligence.

